

# EMAS Performance

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17<sup>th</sup> September 2012

# Setting the Scene:

We acknowledge that we have improvements to make

We have efficiencies to address

Currently an Independent Review of resourcing is in process

## Aims:

Build Trust

Develop Constructive Relationships

Improve Confidence

Improve Performance

# Our future

## **Our vision**

A leading provider of high quality and best value clinical assessment and mobile healthcare

## **We know why we want to go there**

It is in the best interests of our patients

It allows us to play our role as a key partner in health and aspects of social care

It makes the most of our skills, experience and potential

# Key Areas of Change:

## Service Model

Development of 3 Tier model, fully operational April 2014

## Estates

Consultation commences on the 17<sup>th</sup> September 2012 for 90 days

## Management

Development of a new management structure embedding clinical leadership throughout

# How does the new model help to improve response times?

- It puts ambulances closer to patients.
- It releases clinician time
- Vehicle checking and stocking (through Make Ready approach)
- Improved provision for staff breaks
- It will help more staff to be at work through a supportive management approach

# Performance targets:

A8

8 minute response to a minimum of 75% of 999 calls

A19

19 minute response to a minimum of 95% of 999 calls – patient carrying capability

G 1&2

Attendance by ambulance in: -  
20mins for G1  
&  
30mins for G2

G 3&4

Telephone assessment by CAT in: -  
20mins for G3  
&  
60mins for G4

EOC

Call pick up 95% in 5secs  
  
Resource dispatch in 40secs

**The EMAS frontline & EOC workforce are highly qualified, skilled clinicians acting in the best interests of the patient**

# Areas where we are Performing:

## ACQI

Internally designed "Dashboard" is now ambulance community service standard

ROSC rates within variance

## ECS

ECS Roll out is significantly developed with all divisions now operational.

76% Regional coverage

## CPI

5 ambulance Clinical Performance Indicators. EMAS currently performing on par with other trusts.

Considerable improvement

## A8

A8 Target 75% currently on track for year end achievement

Trajectory to exceed A8 & A19 Performance

## EOC

Call taking compliance above national average. CAT quality indicators

Above National average

**The EMAS frontline & EOC workforce are highly qualified, skilled clinicians acting in the best interests of the patient**

## How are we performing as a Trust?

A8 Performance 75.08% Year to date (75% target)

A19 Performance 94.57% Year to date (95% target)

## How is Nottinghamshire performing?

Last year Nottinghamshire achieved both A8 and A19 performance standards.

A8 75.37%

A19 95.65%

2012/13, Nottinghamshire current Year to date

A8 73.86%

A19 96.74%



# Nottinghamshire 2011/12

Apr-11 May-11 Jun-11 Jul-11 Aug-11 Sep-11 Oct-11 Nov-11 Dec-11 Jan-12 Feb-12 Mar-12

	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS	Cat A8 MINS
Bassetlaw Performance	70.64%	76.67%	75.36%	75.25%	66.06%	69.76%	74.94%	69.75%	68.28%	71.56%	68.86%	70.41%
Nottinghamshire County Teaching Performance	68.29%	73.61%	70.04%	73.39%	71.47%	71.63%	68.30%	72.20%	65.68%	69.26%	62.69%	69.43%
Nottingham City Performance	83.24%	87.75%	83.92%	86.22%	86.11%	84.84%	84.00%	83.68%	83.05%	83.00%	80.44%	84.27%
NOTTINGHAMSHIRE TOTAL	74.33%	78.82%	75.57%	78.28%	76.32%	76.51%	75.16%	76.47%	72.33%	74.81%	69.88%	75.37%

<b>EMAS PERFORMANCE</b>	<b>75.14%</b>	<b>77.25%</b>	<b>75.30%</b>	<b>75.97%</b>	<b>74.43%</b>	<b>74.35%</b>	<b>74.34%</b>	<b>76.50%</b>	<b>72.84%</b>	<b>76.03%</b>	<b>72.64%</b>	<b>77.28%</b>
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	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS	Cat A19 MINS
Bassetlaw Performance	94.27%	95.38%	94.48%	94.50%	91.43%	93.05%	93.14%	91.75%	89.87%	91.61%	87.06%	91.15%
Nottinghamshire County Teaching Performance	95.05%	96.86%	96.22%	97.03%	95.26%	95.94%	95.90%	95.22%	94.22%	94.45%	91.23%	94.97%
Nottingham City Performance	97.12%	98.51%	97.24%	98.63%	98.23%	97.65%	97.42%	97.31%	96.67%	97.41%	94.78%	97.54%
<b>NOTTINGHAMSHIRE TOTAL</b>	<b>95.77%</b>	<b>97.28%</b>	<b>96.41%</b>	<b>97.38%</b>	<b>95.99%</b>	<b>96.33%</b>	<b>96.24%</b>	<b>95.70%</b>	<b>94.72%</b>	<b>95.34%</b>	<b>92.12%</b>	<b>95.65%</b>

<b>EMAS PERFORMANCE</b>	<b>93.92%</b>	<b>94.38%</b>	<b>92.86%</b>	<b>93.01%</b>	<b>92.26%</b>	<b>91.38%</b>	<b>91.00%</b>	<b>92.41%</b>	<b>90.88%</b>	<b>92.57%</b>	<b>90.35%</b>	<b>92.95%</b>
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# Improvement activities:

A8

Improved use of TDP's  
Extended CFR mobilisation & programme.  
ABM mobilising  
Increase See & Treat

Sustainable improvement

A19

More resource.  
Utilisation of non A&E resources  
Dedicated transfer crews  
Increase See & Treat

Sustainable improvement

G 1&2

Evaluating resource ringfencing  
More resource  
Additional Clinical Assessment Team (CAT)

Sustainable improvement

G 3&4

Wider use of EDOS  
Additional CAT  
More Hear & Treat (HAT)

Fewer upgrades  
less admissions

EOC

Quicker call answering  
Customer Service focus  
Dedicated helimed dispatch  
Faster Dispatch

Improved performance & service

# Issues & Challenges

Increasing demand circa 5%pa.

Public sector cost pressures

Efficiency gains

Seasonal demand pressures

Increasing performance targets (Red 1 80%)

## Can we achieve?

A8 and A19 targets – Yes, plans in place and deployed already.

Green targets – Performance continually improving. Trajectory to achieve, but not in 2012/13 – not a commissioned target yet.

Call pick up – By March 2013 on current improvement trajectory.

Call quality standard – already achieved (August 2012)

Clinical CAT performance – already above national quality standard

# Questions ?